

Title: IDEAL TRANSFER OF CALL HANDLING FROM AUTOMATED SYSTEMS TO HUMAN OPERATORS BASED ON FORECASTS OF AUTOMATION EFFICACY AND OPERATOR LOAD
Inventor(s): Eric J. Horvitz, et al.
Serial No.: 10/610,486
Docket No.: MS303530.01/MSFTP471US

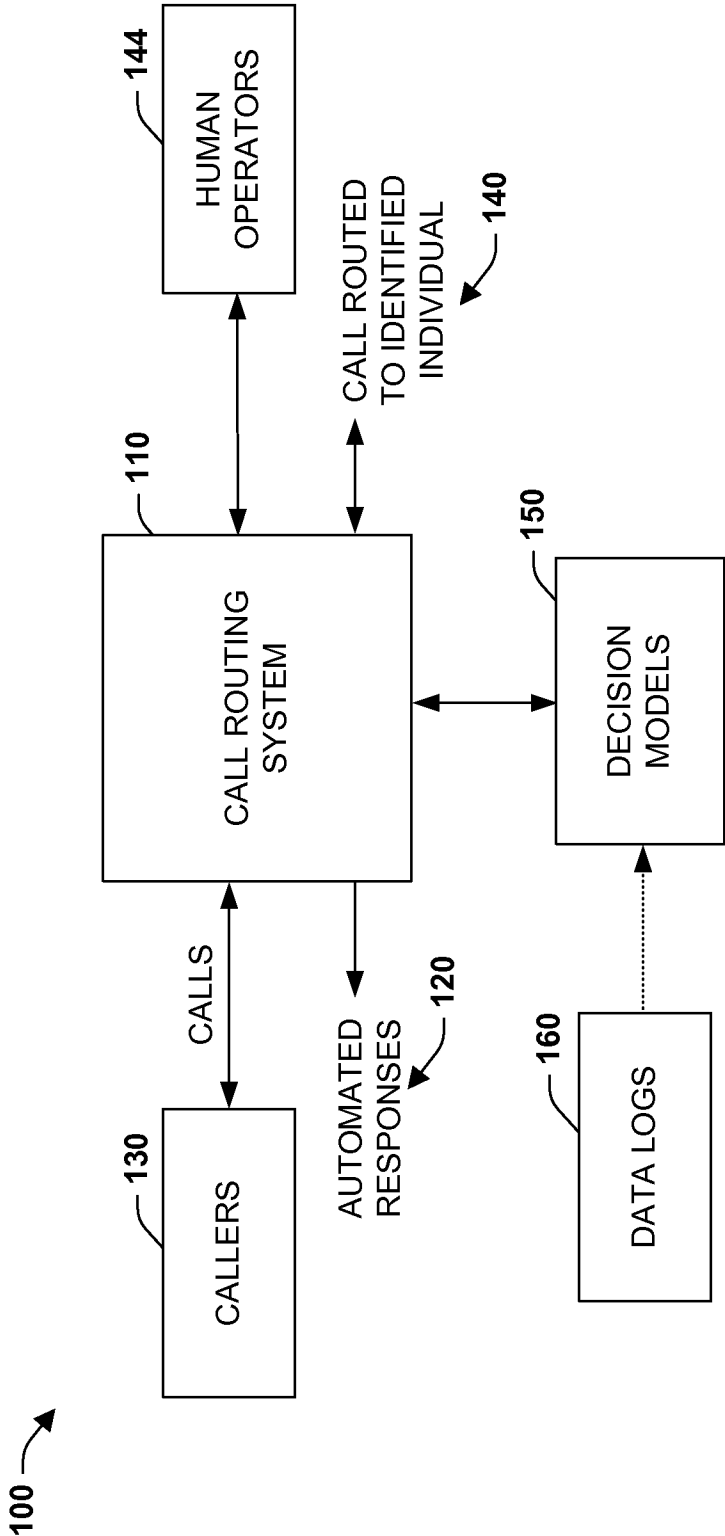


FIG. 1

REPLACEMENT SHEET

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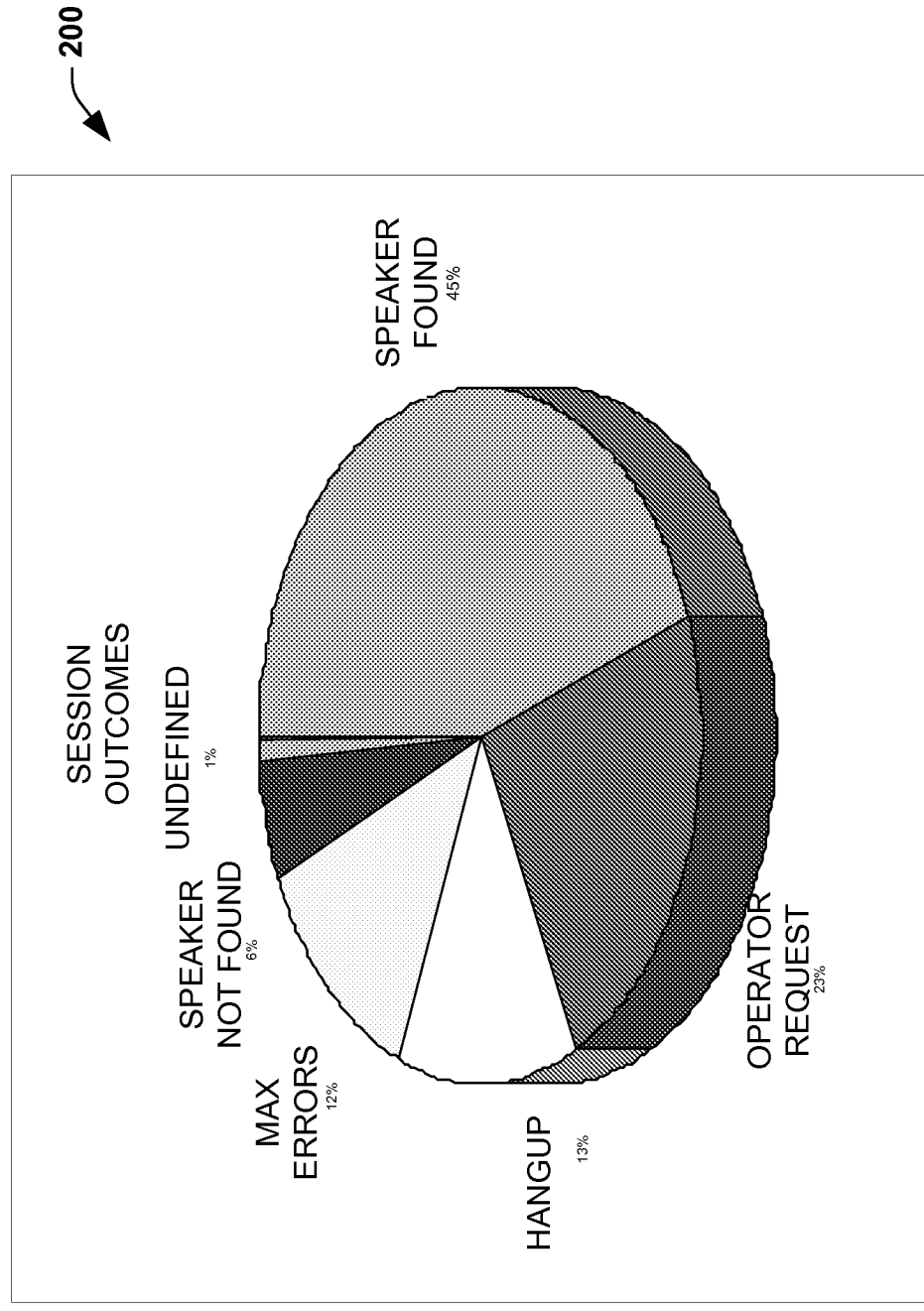


FIG. 2

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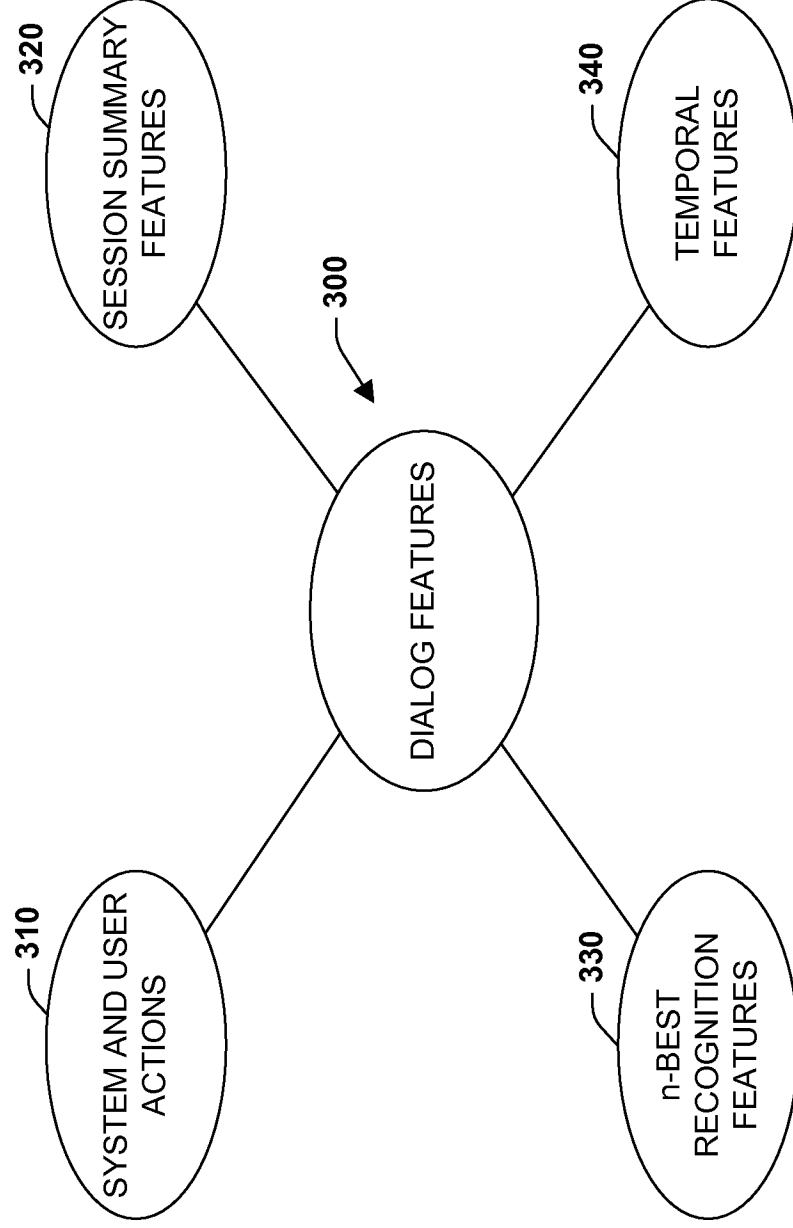


FIG. 3

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FIG. 4

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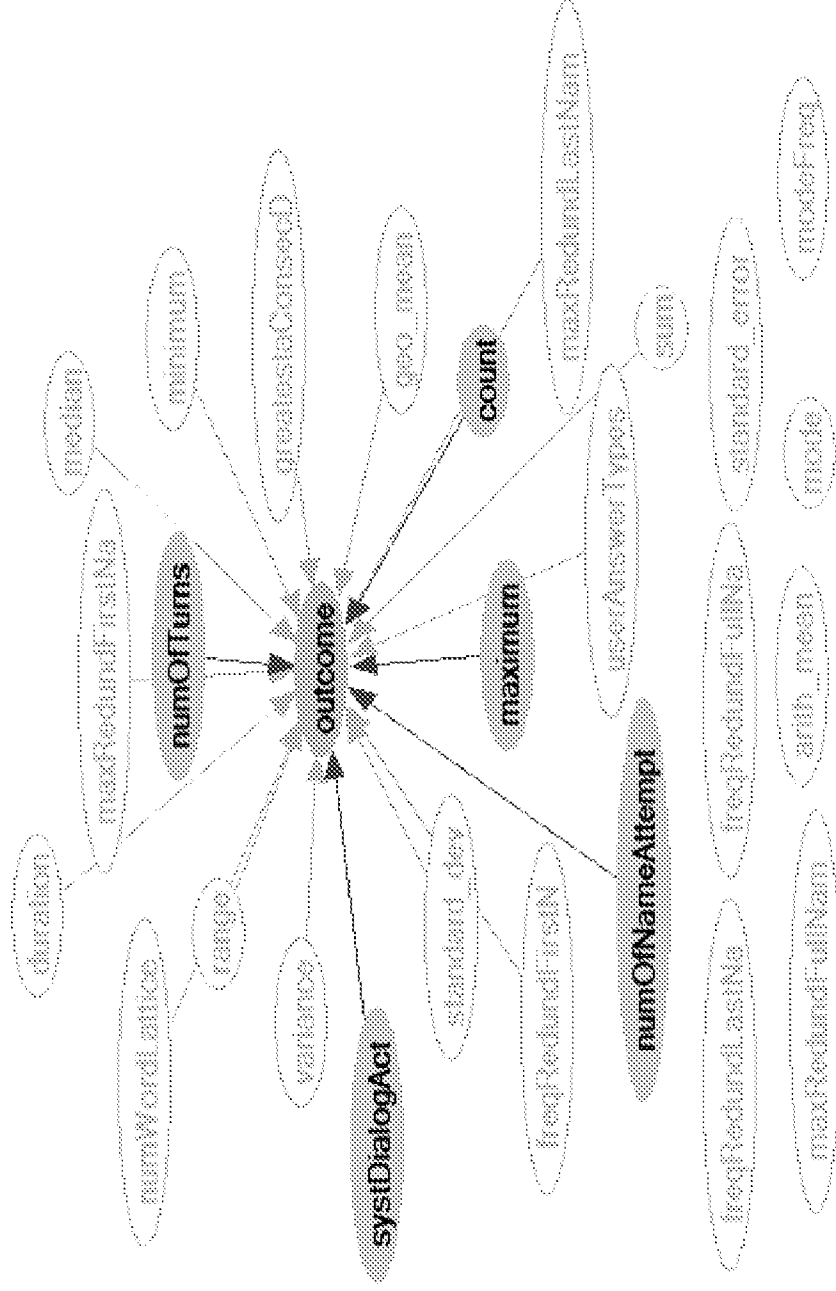


FIG. 5

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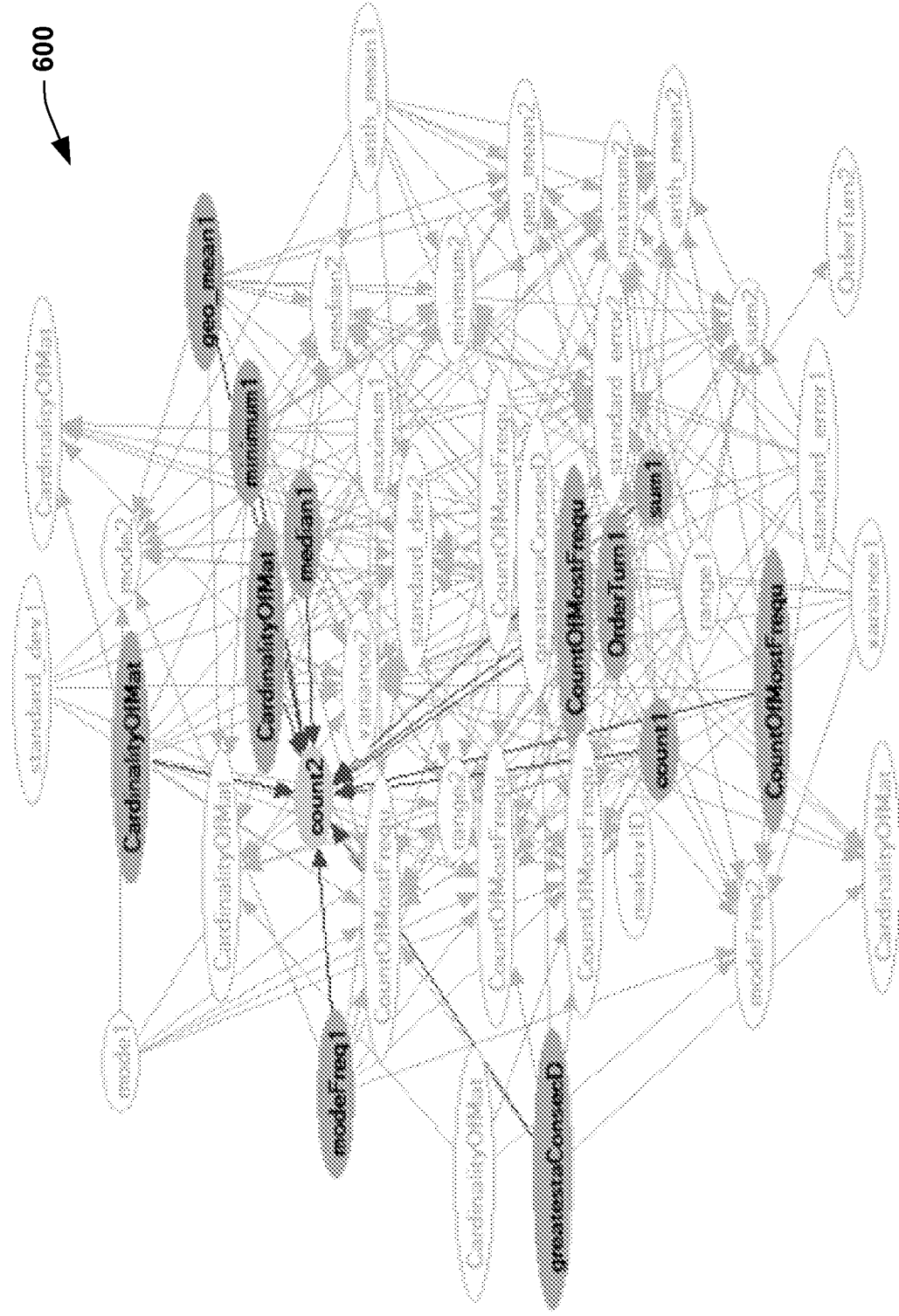


FIG. 6

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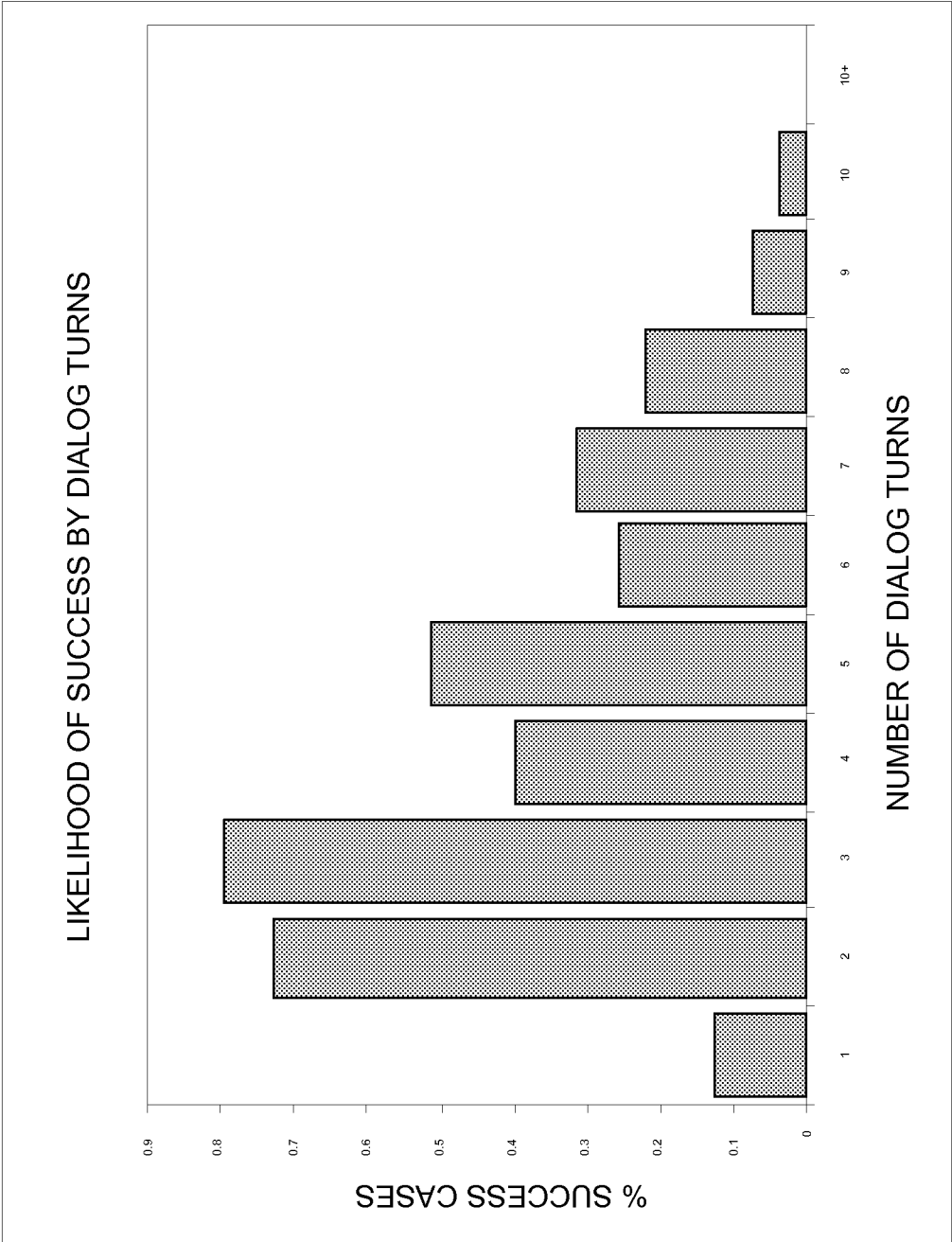


FIG. 7

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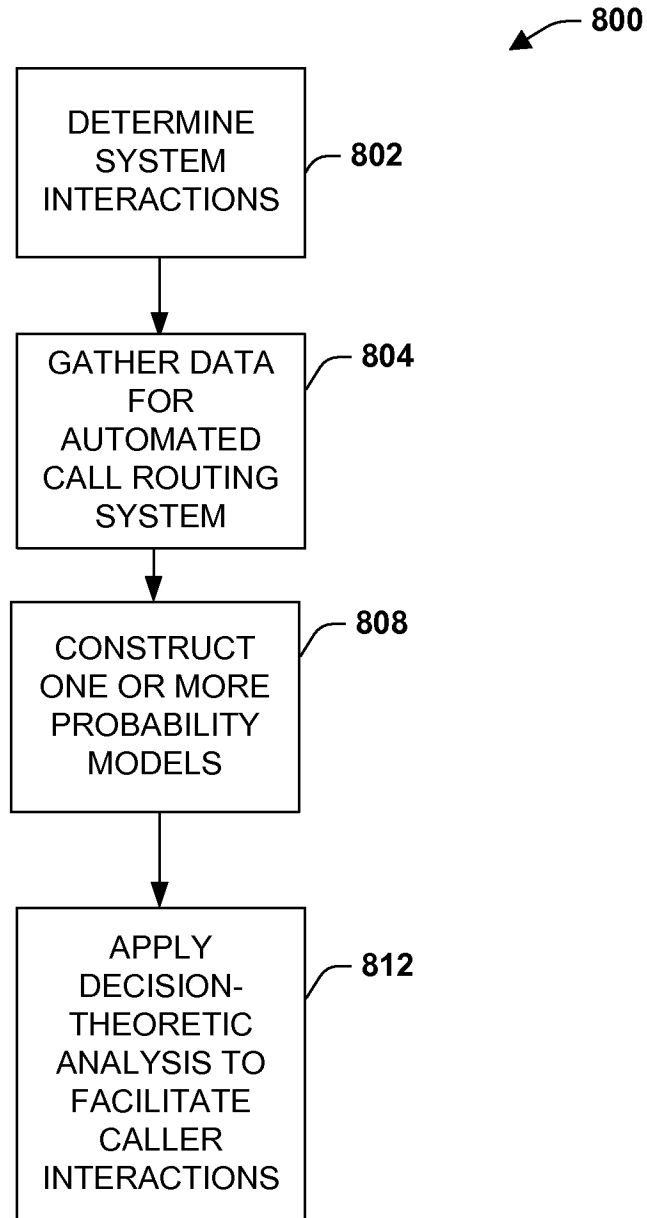
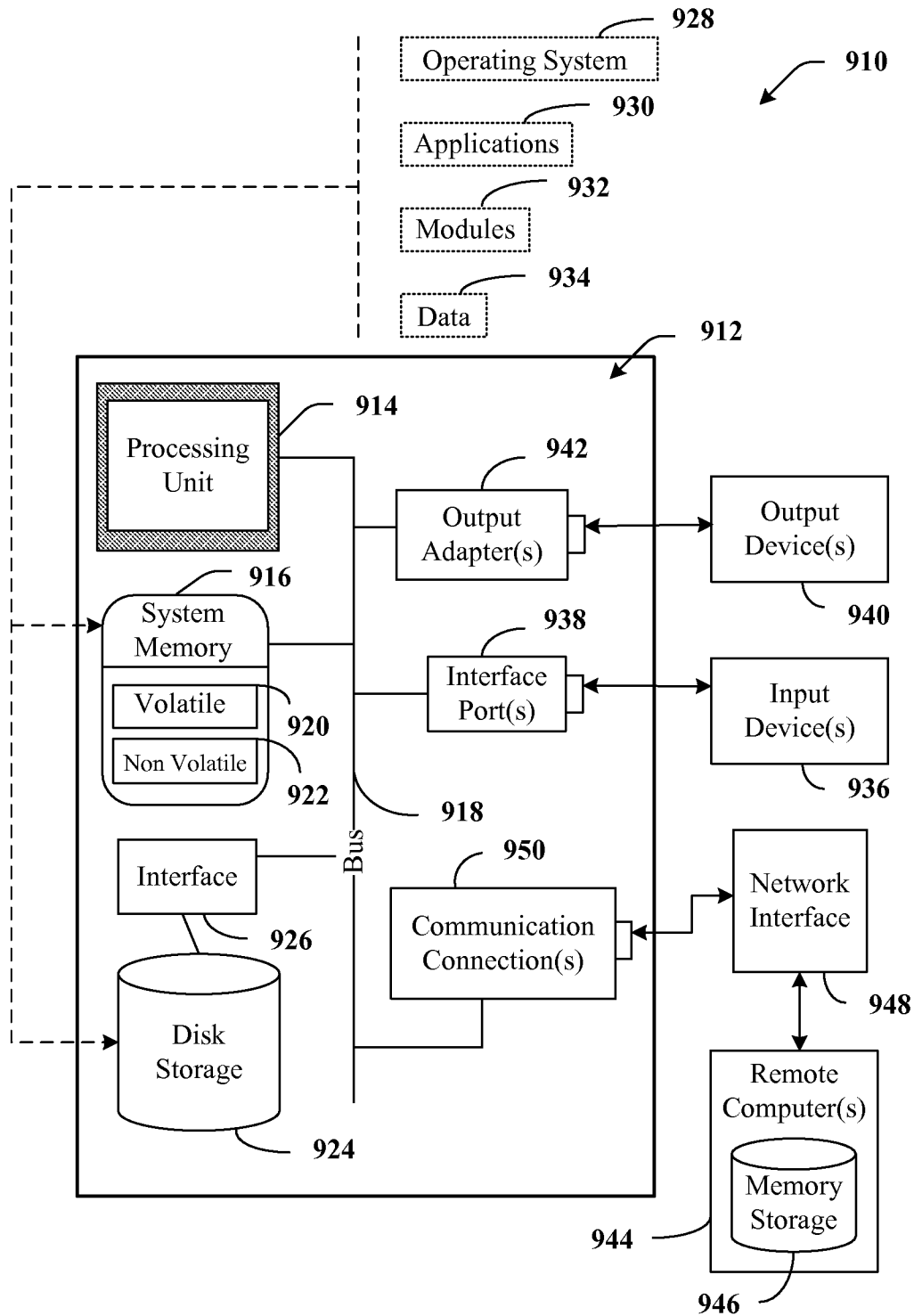


FIG. 8

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**FIG. 9**

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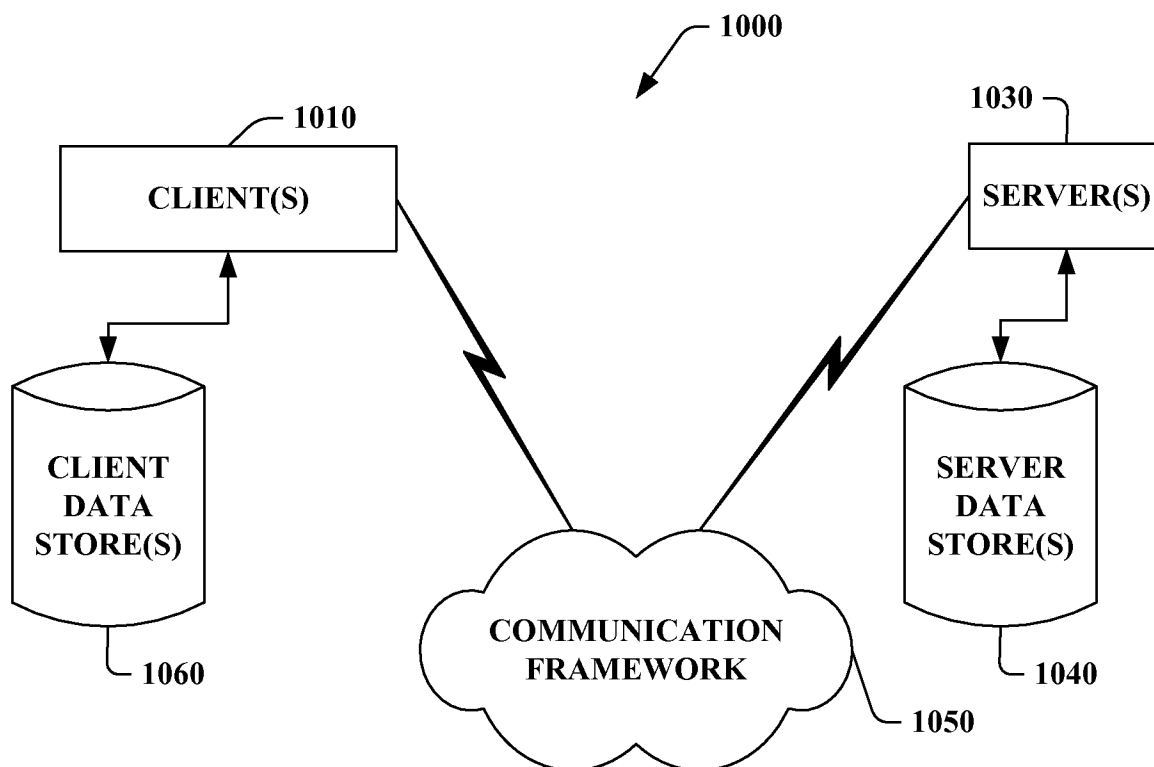


FIG. 10